



## CVUSD Parent Portal

### Frequently Asked Questions

**Do I have to have an email address?** Yes, parent portal accounts are based on email addresses.

**What additional information, other than an email address, is required prior to creating an account?** The student's permanent identification number, valid telephone number with area code, and a verification passcode (VPC).

**Will I need a password?** Yes, when you create a new account with your email address, you will create a password. After you log in for the first time, you will be required to change your password. You will be required to change your password every 60 days thereafter.

**During my new account registration, I did not receive a verification email confirming my email address and password. What should I do next?** Check your **Spam/Junk** folder. Be sure to add [cvusd@cvusd.us](mailto:cvusd@cvusd.us) to your "contacts" or "safe senders" list to ensure you receive these emails.

**Can more than one parent/guardian have an account to access student data?** Yes, just as long as they each have their own email address.

**Can my student have an account to access their information?** Yes, just as long as he/she has their own email address and you have given permission by sharing your VPC.

**I have two students at Cahuilla Desert Academy, how do I access the information for both of my children?** Create a parent portal account for one of your children and login to that account. At the top right-hand side of the screen there is a drop-down box that allows you to add an additional student to your account.

**What should I do if I forget my password?** There is a "Forgot Your Password?" link on the parent portal login screen.

**What information can I view on the parent portal?** Daily attendance, standardized test score data, contact information, grades, class assignments. For high school students: transcript and graduation status.

**The contact information on my child's account is out of date, how can I update it?** Go to the school and have someone in the office change the information by following appropriate procedures.

**In the "grading complete" column, it says "No". Does that mean my daughter didn't turn it in?** No, it means all grades have not been entered yet.

**My son took a test in your class yesterday, but I don't see the results. What grade did he get?** Grades usually take several days to post because of the time involved in grading, entering onto the computer system.

**My daughter turned in all her makeup work today. When will her grade be updated?** Most work is graded and entered into the gradebooks within a week, but it may take longer when it is makeup work because it means going back to check on the requirements of the assignment.